2020 Program Management Review

2014 Census Test

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June 6, 2014

Agenda

1. Overview
2. Status - General
3. Training
4. Communications
5. Systems Readiness - Status
6. Operational Readiness - Status
7. Risks

Back-up Slides
- Test Scope
- High Level Schedule
- Change Requests
- Systems Acronyms

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Overview

Successes:

- All systems necessary for Self-response are on schedule for production.

- Non-Response field systems User Acceptance Tests (UATs) are complete.

- The field Operational Control System (RTOCS) was released into production for training on May 20.

- The COMPASS instrument was released for production on May 29.

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Overview (cont.)

Challenges:

- The second Onboarding test of new temporary hires for the field is complete. We addressed issues associated with training which included a reengineered device/system authentication process.

- We have been unable to recruit sufficient numbers of qualified applicants from within the test site/LCO boundary. However, there are additional applicants from the surrounding areas in D.C. and Montgomery County and in adjacent Maryland counties that are sufficient to meet recruiting levels. Field Division has expanded the hiring area for the test to include all of D.C., all of Montgomery County and Prince Georges County, which will provide ample candidates.

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Status - General

User Acceptance Test (UAT) of the Research and Testing Operational Control System (RTOCS) and the Census Operations Mobile Platform for Adaptive Services and Solutions (COMPASS).

Purpose:

- Tested interactions between RTOCS and the Universal Tracking System (UTS), Adaptive System Design System (ASDS) and the Master Control System (MCS).

Results:

- None of the 40 problem tickets submitted would have impacted daily production work for enumerators or office staff.

Status – General (cont.)

2nd User Acceptance Test (UAT) of the Operational Control System (RTOCS) and the Census Operations Mobile Platform for Adaptive Services and Solutions (COMPASS).

Purpose:

- Re-test and closeout open 1st UAT issues/defects.

Results:

- No show stoppers or critical defects found at this point.
- Received UAT sign-off from Integrated Product Team Leads on May 20, 2014.

Status – General (cont.)

Onboarding Testing

We have conducted two Onboarding Tests and plan to do a third test on June 10, 2014.

Purpose of the tests:

- To test new hire training and IT onboarding processes.
  - Complete all National Agency Check Investigation (NACI) Security Clearances
  - Initialize in Decennial Applicant Personnel and Payroll system (DAPPS) & Conduct Census Hiring and Employment Check (CHEC) fingerprinting
  - Assignment of devices
  - Login/Password Assignment
  - Closeout and return of equipment
  - Verification of the ability to do data removal from the instrument

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Status – General (cont.)

Results:

Onboarding test 1 -

- Three new temporary employees participated in the test. There were significant issues with getting employees through the process of password authentication. The complexity and number (3) of passwords along with no preparation before training day contributed significantly to the issues identified during this test.

Onboarding test 2 -

- Four new temporary employees participated in the test. Onboarding time decreased significantly from the first onboarding test to the 2nd test as a result of prepping trainees on password use. A password requirement handout was given to trainees during administration day which was held one week before training.

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Status – General (cont.)

Onboarding Test – *continued:*

- **Post Onboarding Test 2 Action Items:**
  - A four-digit password has been implemented.
  - Screen shots and new training materials were updated based on the four-digit password and the decision on the certificate.

- **Planned Onboarding Test 3 - June 10**
  - Walk through of the onboarding process to verify training materials and IT processes are in alignment, including:
    - 4-digit numeric passcode to access device
    - Certificate-based authentication to network resources
    - 12-character passcode to COMPASS application.

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9

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Training

Field training materials were delivered without Chapter A (Log On and Receipt of Devices). Chapter A will be printed and delivered prior to Field Office Supervisor Training.

- Field Office Supervisor training 6/23 – 6/26

- Crew Leader training 8/6 - 8/8

- Field Enumerator training 8/11 - 8/15

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Communications

Communications Campaign

- Completed fact sheet for public use. Being translated into 6 languages: Spanish, Chinese, French, Vietnamese, Korean, Amharic. Due mid-June.

- Finalized FAQs – available on Communications SharePoint site.

- The Local Census Office hosted an opening event 6/3/14.

- Public 2014 Census Test webpage is now available.
http://www.census.gov/programs-surveys/2014-census-test.html

- Census Communications (AdCom) will reach out on ideas to improve recruiting efforts.

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Systems Readiness - Status

System	Date	Status	Comments/Issues
GEO: Deploy Geocoding Services (20MTS.R-16390)	01/13/14A	Blue	
GEO: Deploy MAF Extract Software (20MTS.R-10790)	12/06/13A	Blue	
GEO: Deploy GRF-C and GRF-N Software (20MTS.R-16380)	01/08/14A	Blue	
GEO: Deploy Spatial Data Services (20MTS.R-16400)	01/29/14A	Blue	
GEO: Deploy Non-ID Processing System (20MTS.R-16410)	06/17/14	Green	
CARRA: Deploy Contact Frame Process (20CARA.R-42260)	03/05/14A	Blue	
CARRA: Deploy Address Enhancement Process (20CARA.R-10800)	06/09/14	Green	
ADIT/ASD: Deploy Centurion Data Collection Application (20CNT.R-11230)	06/25/14	Green	
ADIT/ASD: Deploy Centurion Pre-Registration Application (20CNT.R-11280)	06/05/14A	Blue	
AMSD: Deploy CHEC System (20CHC.R-11000)	01/24/14A	Blue	
AMSD: Deploy DAPPS (20DPS.R-10810)	01/22/14A	Blue	

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Systems Readiness – Status (cont.)

System	Date	Status	Comments/Issues
NPC: Deploy WebTQA (20TQA.R-10810)	06/16/14	Green	
ADEP/ITO: Deploy iCADE (20ICAD.R-10250)	07/10/14	Green	
TMO: Deploy MCS/WebCATI (20MCS.R-10851)	05/06/14A	Blue	
ADEP/EPD: Deploy E-Blast (20EBST.R-11860)	06/20/14	Green	
ADIT/ASD: Deploy GovDelivery (20EBST.R-12180)	06/04/14A	Blue	
NPC: Deploy Check-In/ATAC (20NPC.R-10790)	07/15/14	Green	
NPC: Deploy DocuPrint/Tec (20NPC.R-11010)	05/27/14A	Blue	
NPC: Deploy Addressing Package Assembly and Mailout (20NPC.R-13590)	06/18/14	Green	
NPC: Deploy IPTS (20NPC.R-12040)	06/05/14A	Blue	
NPC: Deploy PhoneTree (20NPC.R-11530)	03/03/14A	Blue	
TMO: Deploy UTS for Self Response (20UTS.R-10060)	05/30/14A	Blue	
TMO: Deploy UTS for NFRU (20UTS.R-10990)	07/16/14	Green	

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13

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Red – May or will impact schedule. Explanation required.
Yellow – Can meet schedule but some activity requires monitoring.
Green – On schedule.
Blue – Completed.

Systems Readiness – Status (cont.)

System	Date	Status	Comments/Issues
DSSD: Deploy Sampling (20DSSD.R-10037)	03/28/14A	Blue	
DSSD: Deploy AdRec for AdRec Modeling (20DSSD.R-10800)	06/22/14	Green	
DSCMO: Deploy UCRM (Release 1)	04/11/14A	Blue	
DSCMO: Deploy UCRM (Release 2, Non-ID)	06/05/14A	Blue	
DSCMO: Deploy UCRM (Release 2, Check-In)	07/17/14	Green	
DSCMO: Deploy UCRM (Release 2, Non-Response)	07/22/14	Green	
DSCMO: Deploy UCRM (Release 3)	06/23/14	Green	
TMO: Deploy COMPASS (20AFA.R-10880)	05/29/14A	Blue	
TMO: Deploy RTOCS (20AFA.R-13040)	05/20/14A	Blue	

Operational Readiness - Status

Phase	Status	Accomplishments
Site Selection	Blue	• Complete
LCO Space	Blue	• Complete
OMB Clearance	Blue	• Complete
Logistics /Kits	Green	• All operational training materials sent to print with exception of materials dealing with logging on to devices. Will print this information separately. • Provided RTOCS Training Materials to Field Office Staff.
Recruiting	Green	• CR 20 submitted to extend recruiting into September. • Extended recruiting to support expanded replacement training schedule.
Communications Campaign	Green	• Completed fact sheet for public use. • Mid June: Fact sheet is now being translated into 6 languages. Spanish, Chinese, French, Vietnamese, Korean, and Amharic • Finalized FAQs. • LCO hosted opening event 6/3. • Public 2014 web page is available.
Initial Universe	Green	• Delivered MAF Extract Data to TMO/RTOCS. • Created and Delivered Final Universe File. • Deployed CARRA's non-ID processing.

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15

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Operational Readiness – Status (cont.)

Phase	Status	Accomplishments

Self-Response HQ	Green	• WebTQA-
		  • The 2014 Census Test WebTQA system is Training and Production Ready.
		  • Working on fine tuning Translations for the screens.
		• Centurion-
		  • Completed usability testing.
		  • Completed penetration testing & received green light.
		  • Completed Performance testing for Pre-registration.
		• iCADE-
		  • Loaded test data into test database for DSSD to review.
		  • Pre-registration output is being reviewed by DSCMO.
		• UTS-OSR-
		  • Completed UAT.
		  • Deployed OSR code to production.

Self Response—Forms and Printing	Green	• All print files are finalized and submitted. • Printing the envelopes is complete and will be delivered in time for NPC activities to be on schedule. • NPC printing is on schedule.

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Operational Readiness – Status (cont.)

Phase	Status	Accomplishments
Nonresponse Universe	Green	• Universe Control and Response Management System (UCRM) • On target for July delivery date. • Address Records Modeling • Submitting 2 CRs • CR 26: Requesting that variables be modified for added Adaptive Design functionality to 2014 Census Test
NRFU Production	Green	• On schedule for FOS device • Provisioning. • Kitting. • Delivery to LCO. • MCS and WebCATI • Both systems are production ready. • RTOCS and COMPASS • 5/20 Released RTOCS. • 5/29: Released COMPASS. • UTS - On Schedule.

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Dependencies

- **Project and Test Interfaces:**

  - Interface Security Agreement Control Document (ISACD) - this document is composed of the Interface Security Agreement (ISA) and the Interconnection Control Document (ICD)
    – ISACDs for all systems are complete and baselined.
    – Updates or additional connections are currently submitted through the CR process.

- **Requirements:**

  - Requirements are baselined and under change control.
  - Functional Diagram is baselined and under change control.
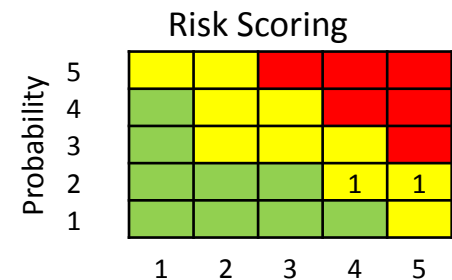 - Business Process diagram is baselined and under change control.

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Schedule

Tier 4 Schedule Variance Analysis:

The schedule for the test is extremely tight with very little float. While key components of self response and NRFU are scheduling to start on time, close attention is being paid to the following:

- Printing of the envelopes for the test was completed later than scheduled. However, they will be delivered for NPC's preparation and mailout activities to be completed on time.
- All print files were finalized and submitted as of 5/27/2014.
- Printing and preparation of Pre-Registration post cards for mailout has been completed in time for the operation to begin.
- Other delays in the schedule that have no adverse impact to the test are due to several systems scheduling to "deploy", meaning they are ready for production, but not yet needed to conduct the operation.
- RTOCS is on time for training and production, and was released on 5/20/14. However, there will be minor changes to RTOCS to accommodate the change in the LCO boundaries for the test in order to accommodate a larger hiring area.
- COMPASS was released to production on 5/29/14 due to additional testing so that the schedule is showing it to be late. However, the release is in time to begin field staff training.

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Risk Management Red & Yellow Risks

Risk Scoring

Risk Statement	Risk Score	Color	Mitigation Steps
Tax Year (TY) 2013 Internal Revenue Service (IRS) data need to be available for the 2014 Census Test. IF the first delivery of the TY 2013 IRS data is not available to the 8.107 Administrative Records Modeling team by July 17, 2014, THEN our administrative records modeling will not be able to use that data. The ramification of this is that a contingency approach will be implemented. This contingency approach to remove cases from the Nonresponse Followup (NRFU) workload and provide administrative record household information for adaptive design modeling purposes could either not identify as many housing units or have more errors in the identification process.	10	Yellow	1. We continue to monitor and work closely with other Census Bureau staff to monitor the delivery and to track if there will be any potential delays in the delivery.
Performance of the self response internet application may be negatively impacted if sufficient IT infrastructure is not provisioned to support 2014 Census Test during self response. IF the number of concurrent users exceeds the IT infrastructure provisioned, THEN respondents and/or the public will be unable to respond which could have a negative impact on the Census Bureau's public perception and our ability to collect sufficient quantities of data required to feed the 2015 design decision.	8	Yellow	1. Conduct tests per established testing procedures prior to deployment of internet instruments. 2. Use redundant servers with High Availability architecture, test failover and run significant load testing on servers. 3. Develop a workload model based on business requirements and historical response profiles. 4. Use model to size IT infrastructure.

Background

Scope of 2014 Census Test

- **High-Level Test Objectives:**

  - Test contact alternatives for both the self-response and the non-response follow-up enumeration to determine the most efficient and cost effective way to get data from non-responding households.

  - Test the use of Administrative Records to determine the quality of the records in conjunction with actual field enumeration while using predetermined contact strategies.

  - Test the enumeration instrument prototype in the field to determine its impact on completing field enumeration and for use in the field and to determine what are the application and operational issues that need to be addressed in future testing.

  - Test adaptive design approaches to set priority for cases, to either use telephone or personal visits in specified order, and to train enumerators.

  - Use time and motion studies to determine enumerator challenges in using the enumeration device and to recommend changes to training.

  - The 2014 Census Test will give us an opportunity to learn timing on how people come to the internet so that we can optimize systems for the future.

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Schedule Key Activities

Activity	Start Date	Finish Date
Finalize Field Test Site Selection	--	09/13/13A
Open LCO	04/17/14A	06/03/14 A
Conduct Pre-Registration Post Card Invitation	06/05/14A	
Conduct Contact 1: • **Mail Letter And Instructions** • **Mail Post Card and Instructions** • **Send Email and Instructions**	06/23/14	--
Census Day	07/01/14	--
Conduct Contact 2: Send Post Card Reminder or Email Reminder	07/01/14	--
Conduct Contact 3: Send Post Card Reminder	07/08/14	--
Conduct Contact 4: Mail Questionnaires to Nonresponders	07/15/14	--
Cut for NRFU	07/21/14	--
Conduct Contact 5: Automated Voice Invitation Reminder	07/21/14	--
Conduct Enumerator Training	08/11/14	08/15/14
Conduct Nonresponse	08/14/14	09/25/14

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Change Requests

Approved:

- Collapse the 7 NRFU panels planned for the 2014 Census Test into 4 NRFU panels.

- Three additional CRs have been implemented to expand the hiring area to help reach recruiting goals. One to expand the Geographic Reference File Code (GRF-C) for the Local Census Office (LCO), Update DAPPS and make changes to the RTOCs system procedures to accommodate the change.

System Acronyms and Names

- ATAC — Automated Tracking and Control (NPC)
- CARRA — Center for Administrative Records Research and Applications
- CBS — Commerce Business Systems
- CHEC — Census Hiring and Employment Check System and Fingerprinting
- COMPASS — Census Operations Mobile Platform for Adaptive Services and Solutions
- DAPPS — Decennial Applicant, Personnel and Payroll Systems
- DocuTec — Document production system
- DSSD — Decennial Statistical Studies Division
- IPTS — Intelligent Mail Barcode (IMB) Confirm Service® Postal Tracking System
- iCADE — Integrated Computer Assisted Data Entry
- JARS — Jeffersonville Activity Reporting System
- MAF/TIGER — Master Address File
- MCS — Master Control System
- NPC — National Processing Center
- QUI/GIBS — Questionnaire User Interface (QUI) Generalized Instrument Design System
- Research1 — Administrative records Modeling Services
- RTOCS — Research and Testing Operations Control System
- UCRM — Universe Control and Response management
- UTS — Unified Tracking System
- WebCATI — Web Computer Aided Telephone Interviewing
- WebTQA — Web Telephone Questionnaire Assistance
- Phone Tree — Landline Phone Service Check, AVI

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